

044508.0005 AUSTIN 124659 v1

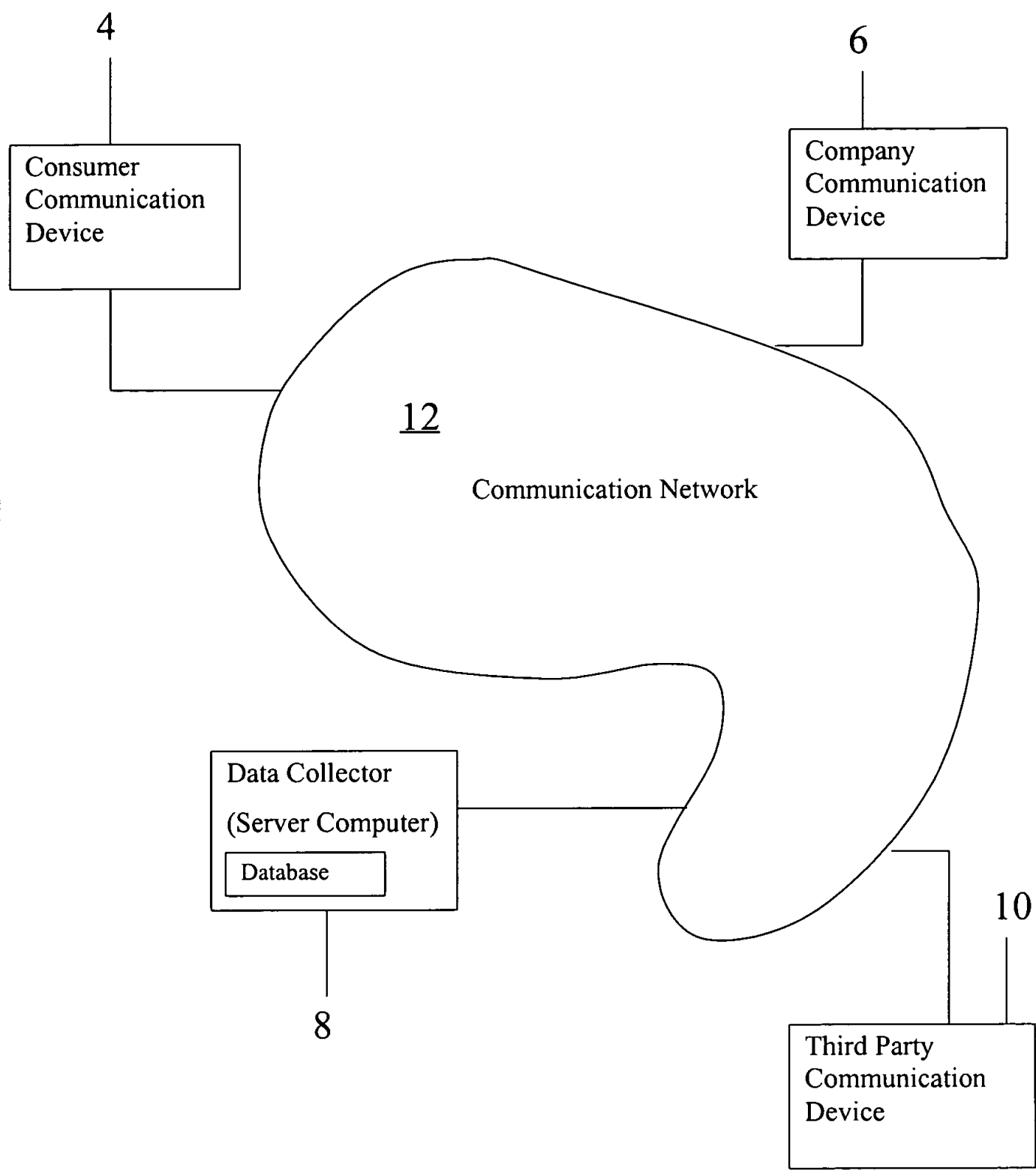
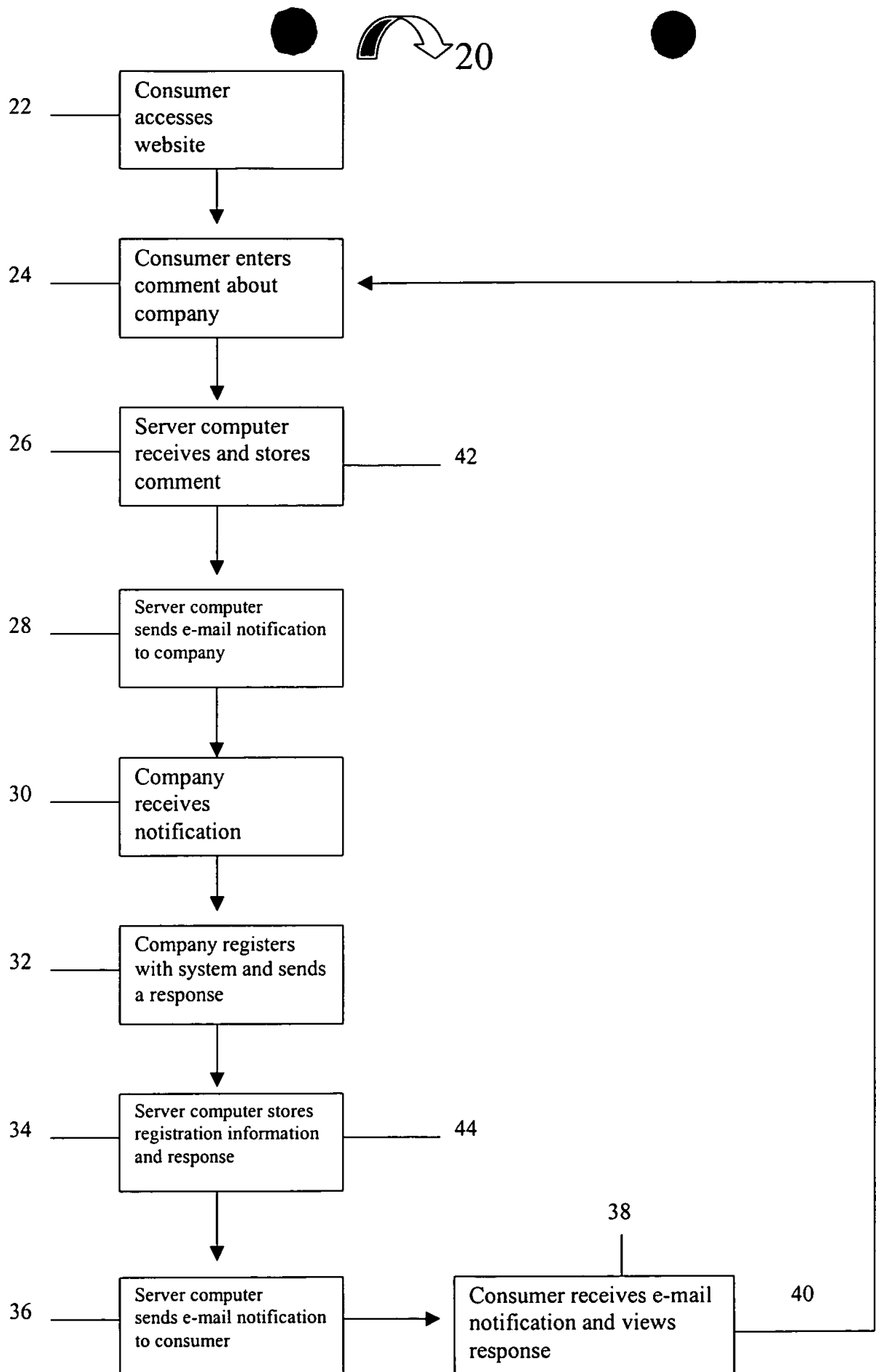


FIG. 1



044508.0005 AUSTIN 124659 v1

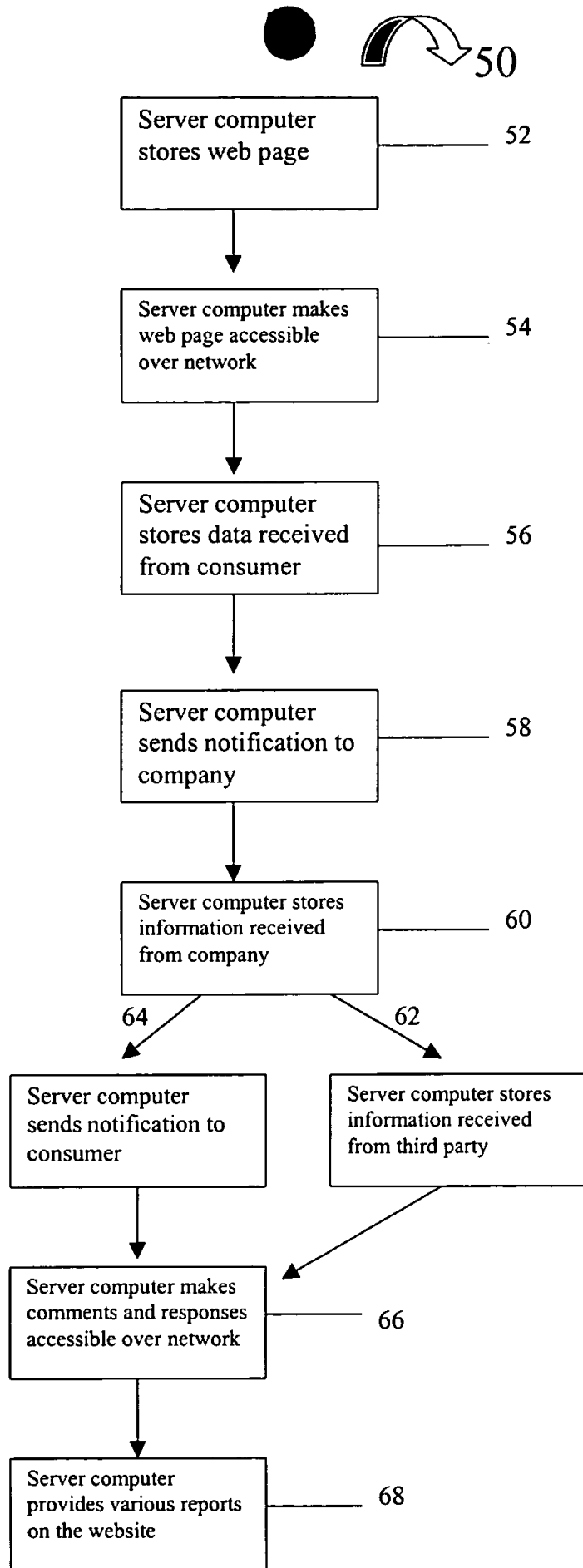
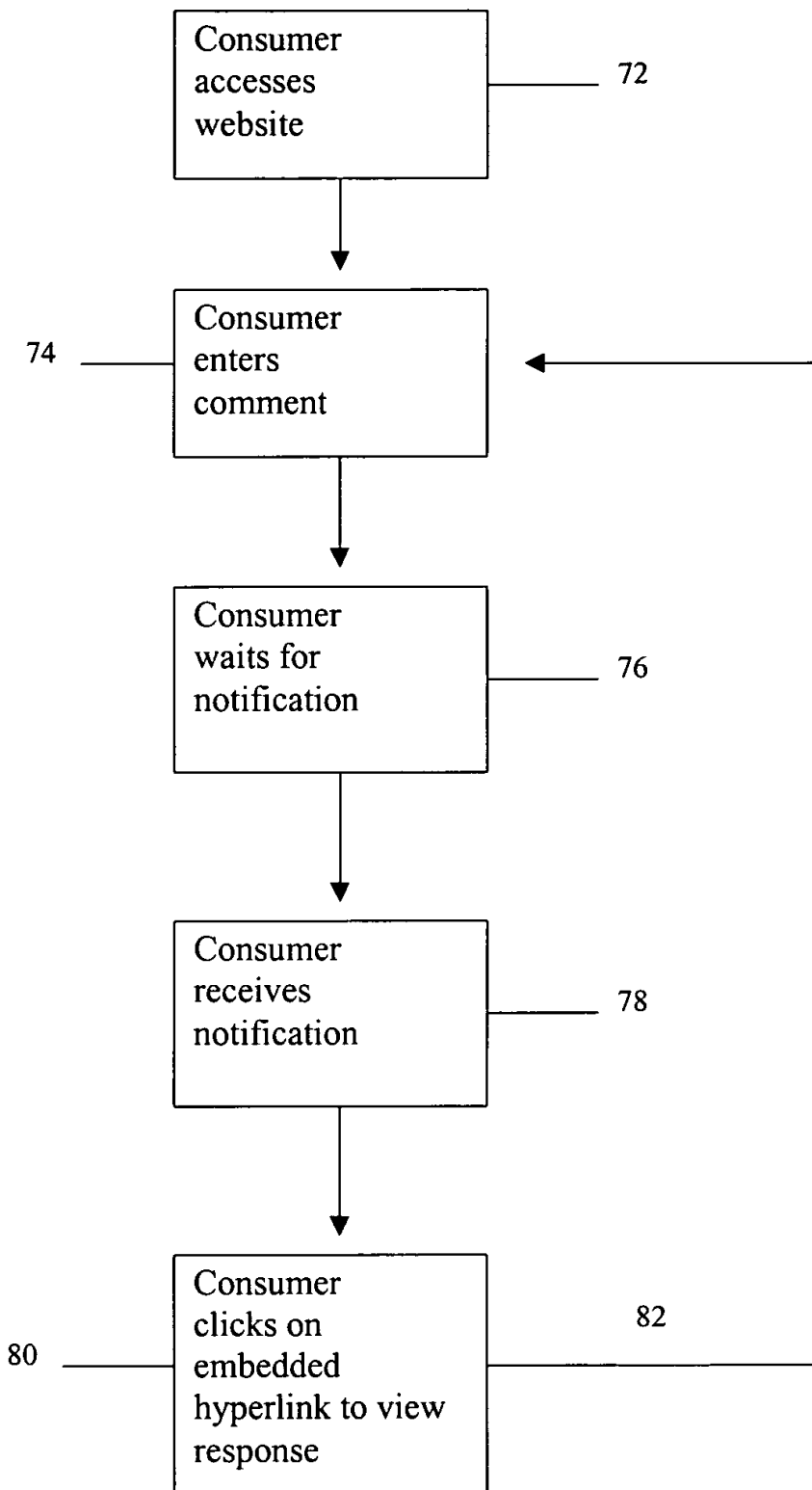


FIG. 3

70



90

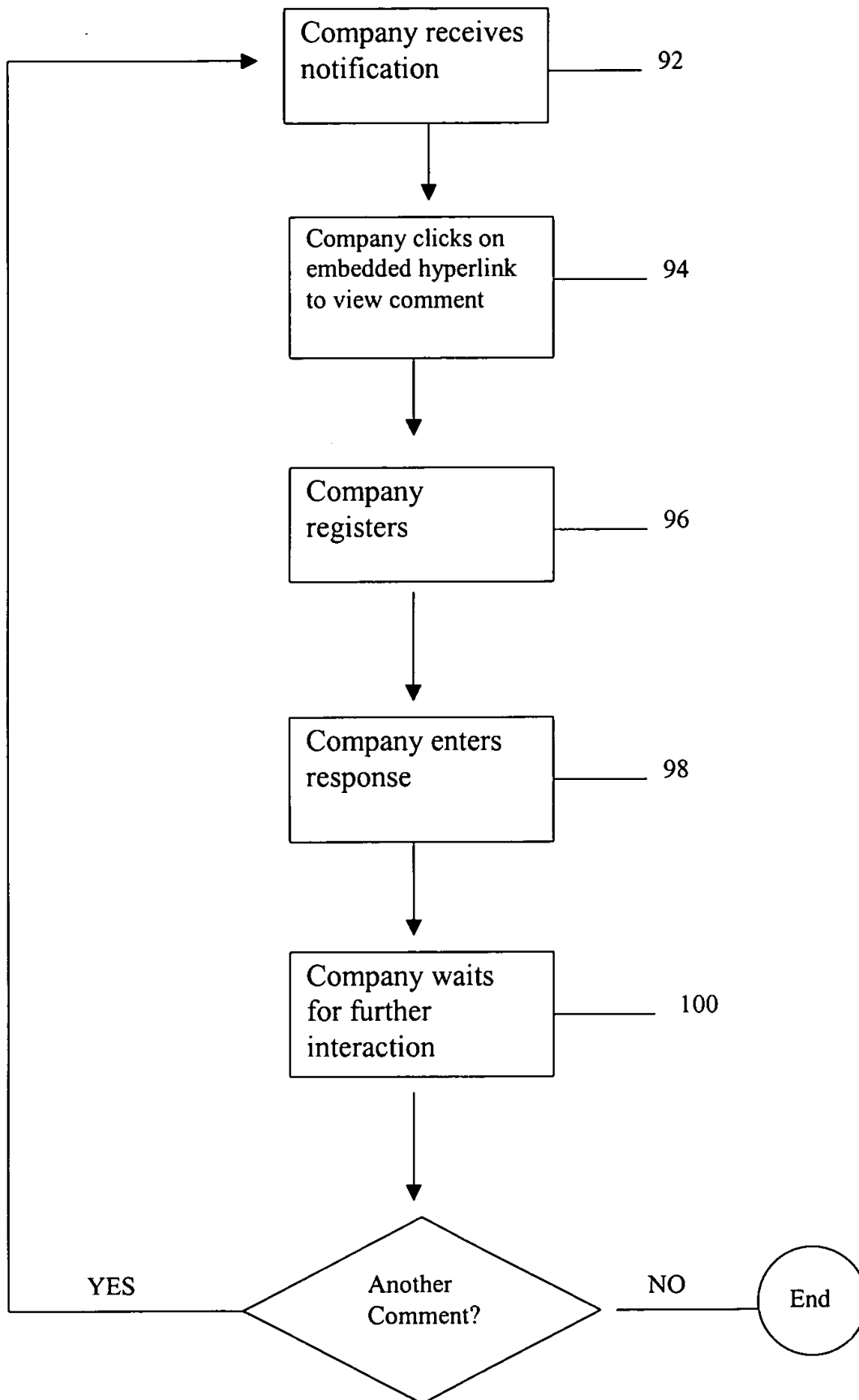
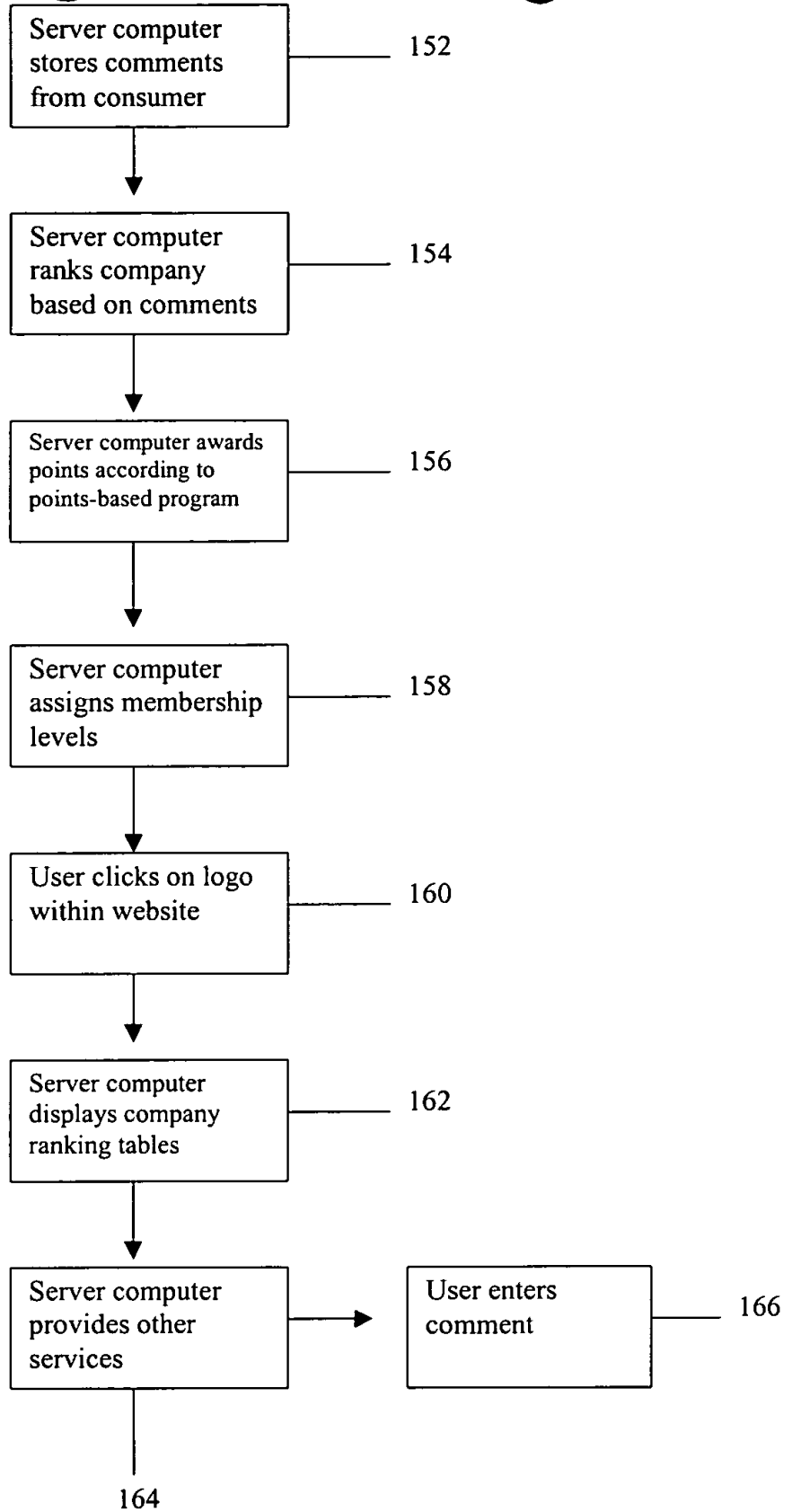


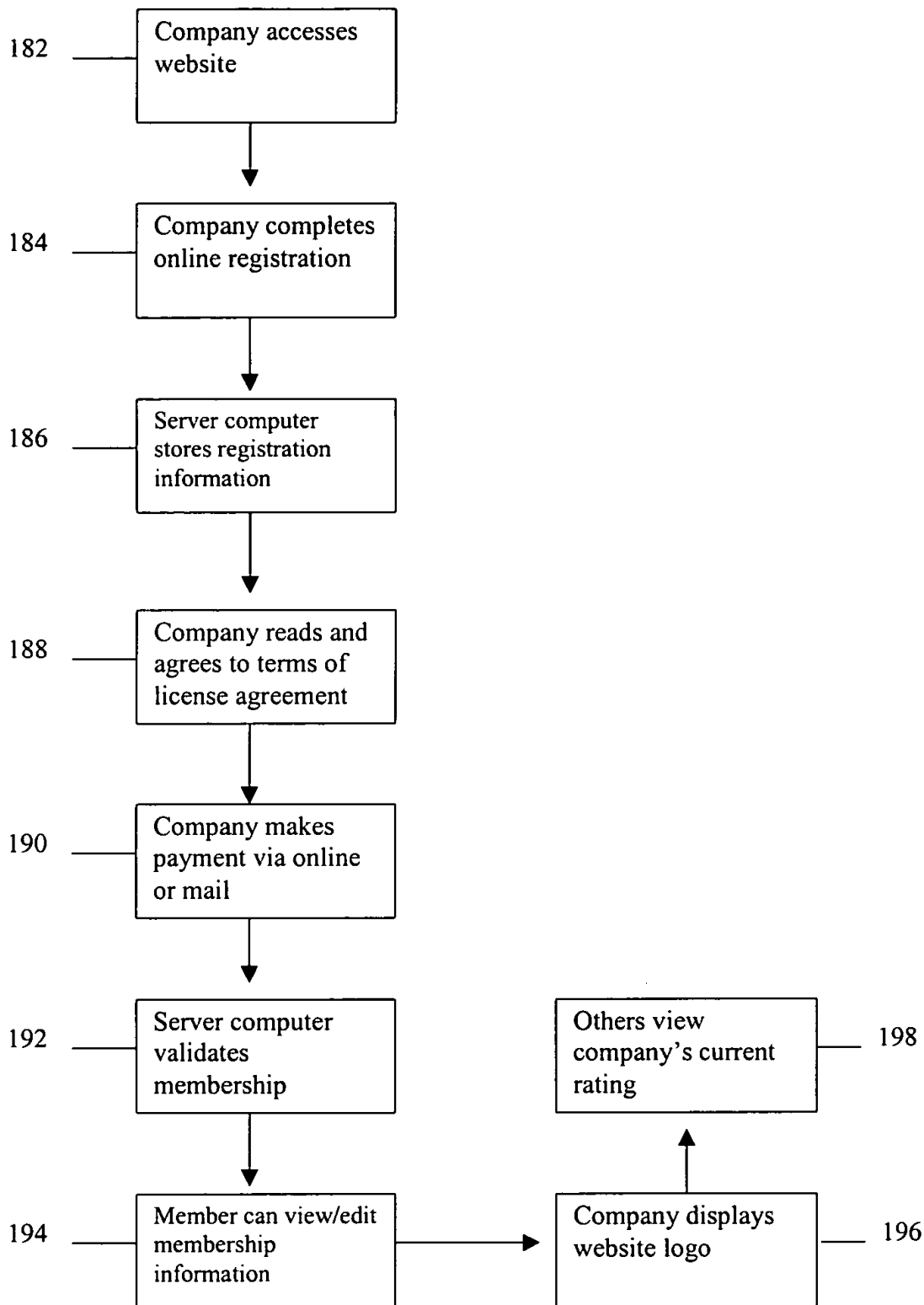
FIG. 5

150



00500" 504725.00

180



FileEditViewGoFavoritesHelp

BackForwardStopRefreshHomeSearchFavoritesHistoryChannelsFullscreenMailPrintEdit

Addresshttp://www.youcomments.com/home.htm

YouComments.com - The Customer Service Portal - Microsoft Internet Explorer

YourComments.com

The Customer Service Portal™

Express Yourself! Compliments or Complaints. We'll send it to the company for you!

HomeEnter CommentsView CommentsRanking Search Help News/Chat Site Map

Enter Your Comments

If the company for which you have comments is not listed, [click here!](#)

CompanySelect Company here... (Fortune 500)

Rating1 - Strong Praise

Subject

Comments

Your Name

Your E-Mail

E-Mail to Company?

SubmitReset

Top 10 (Best)

View the Top 10 Most Praised Companies on the site

Top 10 (Worst)

View the Top 10 Most Complained About Companies on the site

Register / Login

Customer and Company Registration (new users) or Login (existing users)

Become a Licensee

Register here to add your company to our database

FIG. 8a

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.yourcomments.com/companysearch.asp

Your
Comments.com™

The Customer Service Portal™

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The Customer Service Portal™

Company Search

Company Search

YourComments.com

Search

Please enter the company name or the first few characters of the company name in the search field above.
e.g. "XYZ Corporation", "XYZ", or "X" (do not enter the double quotes)

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.youcomments.com/companysearch.asp

Your
Comments.com™

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The Customer Service Portal™

Company Search

Company Search

YourComments.com

Search

Please enter the company name or the first few characters of the company name in the search field above.
e.g. "XYZ Corporation", "XYZ", or "X" (do not enter the double quotes)

Please select the relevant company from the list below:

COMPANY	URL	EMAIL
YourComments.com	http://www.youcomments.com	webmaster@youcomments.com

09344795-052399

FIG. 8c

Enter Your Comments

Fields indicated with an asterisk (*) are required to send this form.

* Company

YourComments.com

Company Web Site

http://www.yourcomments.com

* Company E-Mail

webmaster@yourcomments.com

Company E-Mail required only if you choose E-Mail to Company below

* Rating

1 - Strong Praise

* Subject

Test Comment

Test Comment

* Comments

* Your Name

Webmaster

* Your E-Mail

webmaster@yourcomments.com

* E-Mail to Company?

No

Submit Reset

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.yourcomments.com/acknowledgement.asp?comment_id=91&email=Y

Your
Comments.com
The Customer Service Portal™

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Acknowledgement

Your comments have been saved and have been e-mailed to YourComments.com for their attention. They have also been notified that the comments have been posted on this site.

Thank you for using YourComments.com!

Done

Internet Zone

09344795.062599
HG.8e

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Web Print Edit

Address http://www.youcomments.com/commentdetail.asp?comment_id=89

Your Comments.com™
The Customer Service Portal™

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Comment ID: 89 - YourComments.com

[View Related Comments](#) | [Enter Company Response](#)

Company

Company YourComments.com
Web Site <http://www.youcomments.com>
E-Mail webmaster@yourcomments.com

Customer Comments

Rating	1 - Strong Praise
Subject	Test Comment
Comments	Test Comment
Username	Webmaster
E-Mail	webmaster@yourcomments.com
Entry Date	3/23/99 1:03:45 AM

```

>>*****
>>
>>This message is to notify you that the following comments were
received
>>from Webmaster and are now posted for public viewing on the
>>YourComments.com site:
>>
>>Customer: Webmaster
>>Title: Test Comment
>>Rating: 1 - Strong Praise
>>Description: Test Comment
>>Entry Date: 3/23/99 1:03:45 AM
>>
>>These comments were received on the YourComments.com web site and
your
>>company will be ranked on the site in terms of the number and nature
of
>>comments received (both positive and negative).
>>
>>You may respond to these comments by going to the following address:
>>http://www.yourcomments.com/commentdetail.asp?comment\_id=89
>>
>>IMPORTANT NOTE: This customer comment is directed to your company.
If you
>>feel you are not the appropriate contact to reply to this e-mail it
is
>>important that you involve the relevant customer service resource
from
>>your company and have them respond on the YourComments.com site at
the
>>address given above. Please do not hesitate to contact
YourComments.com if
>>you have any further questions about this service.
>>
>>BENEFITS FOR COMPANIES: To learn about the benefits YourComments.com
>>provides to companies, please visit the following address:
>>http://www.yourcomments.com/about.htm#Companies
>>
>>*****
>>Thank you for using YourComments.com!
>>
>>http://www.yourcomments.com
>>
>>
>

```

File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Grammars Fullscreen Mail Print Edit
Address http://www.yourcomments.com/coregistration.asp

Your Comments.com™

The Customer Service Portal™

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

Company Information

Fields indicated with an asterisk (*) are required to send this form.

* Company Name

YourComments.com

Company URL

http://www.yourcomments.com

* Company E-Mail

webmaster@yourcomments.com

Note: The e-mail address that you enter above will be used to send user comments to your company.

Company Contact Information

Fields indicated with an asterisk (*) are required to send this form.

* First Name

YourComments

* Last Name

Webmaster

* Title

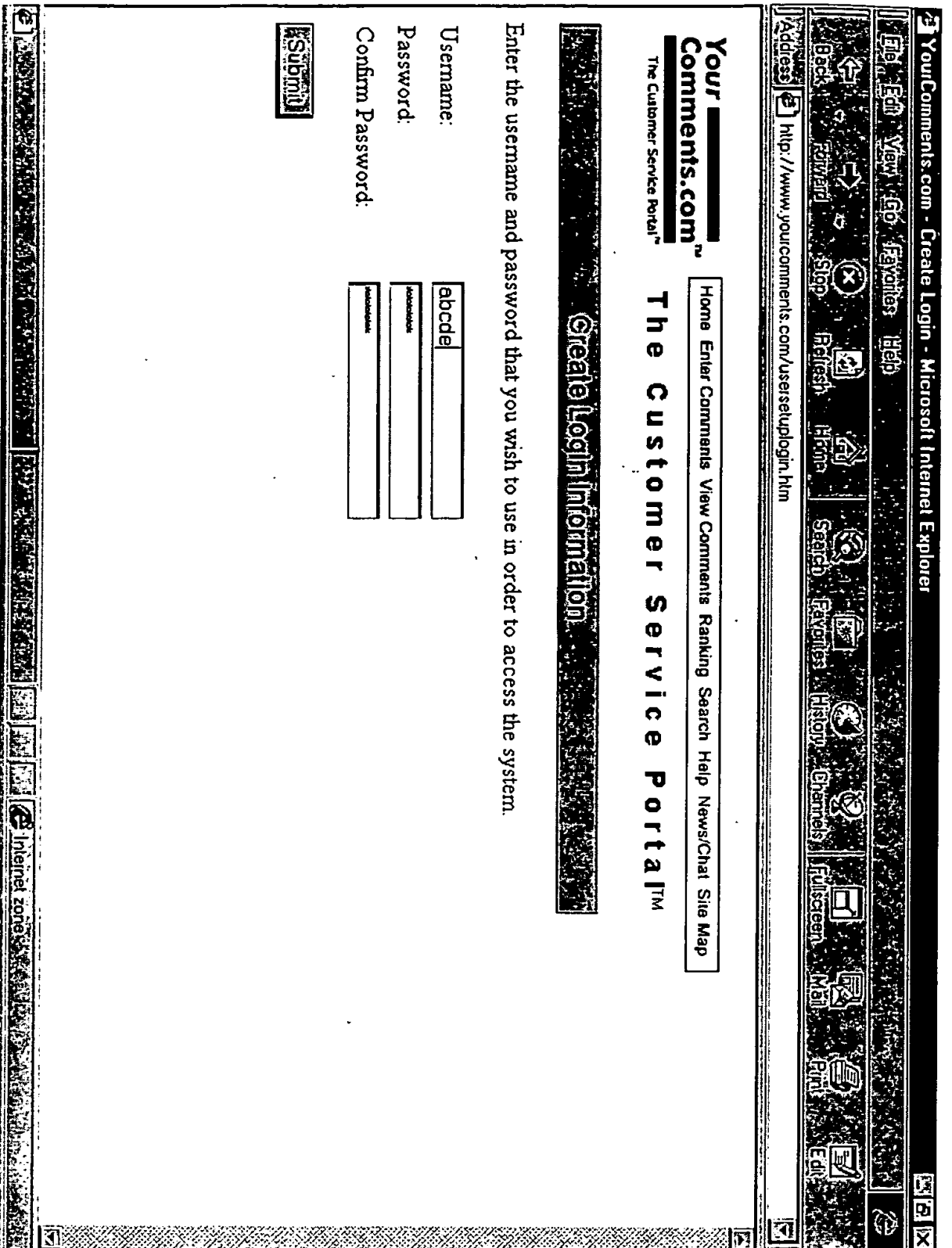
Webmaster

* Address

904 Spring Park Court

Address

Internet Zone



File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.yourcomments.com/enterresponse.asp?comment_id=89&customer_id=60

Your **Comments.com**
The Customer Service Portal™

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Enter Your Response

Fields indicated with an asterisk (*) are required to send this form.

* Subject

Test Response

Main text of the response goes here

* Response

* Your Name

Webmaster

* Your E-Mail

webmaster@yourcomments.com

Submit Reset

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address yourcomments.com/acknowledgement.asp?response=Y&comment_id=89&email=webmaster@yourcomments.com&customer_username=Webmaster

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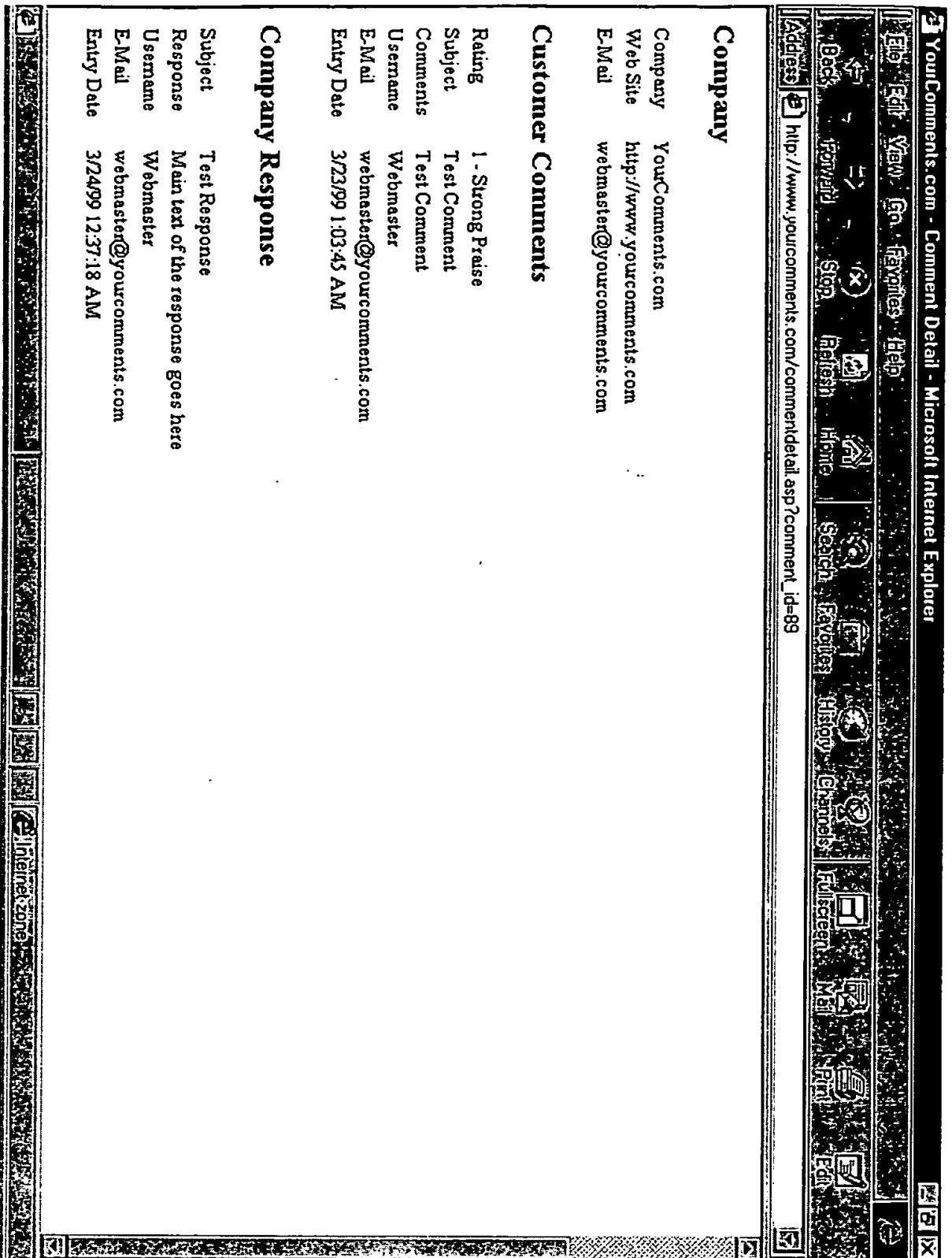
Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Acknowledgement

Your responses have been saved and an e-mail notification has been sent to Webmaster for their attention. They have also been notified that the response has been posted on this site.

Thank you for using YourComments.com!



09344795-062599

FIG. 81

To: Orlesia Duren@IP
From: "Nick Evans" <nick@nevans.com>
Cc:
Bcc:
Subject: STEP 14 - Fw: YourComments.com - Customer Service Alert
(#89) -
Attachment: Headers.822
Date: 4/5/99 10:12 AM

Here's step 14...

>-----Original Message-----

>From: compliment@yourcomments.com <compliment@yourcomments.com>
>To: webmaster@yourcomments.com <webmaster@yourcomments.com>
>Cc: webmaster@yourcomments.com <webmaster@yourcomments.com>
>Date: Tuesday, March 23, 1999 11:49 PM
>Subject: re: YourComments.com - Customer Service Alert (#89) - Test
Response

>Dear Webmaster,

>>DO NOT REPLY TO THIS MESSAGE. PLEASE RESPOND ON THE YOURCOMMENTS.COM
SITE

>>AS OUTLINED BELOW

>>*****

>>This message is to notify you that you have received a reply from
>>YourComments.com and the reply is now posted on the YourComments.com
site:

>>>Company: YourComments.com

>>>Title: Test Response

>>>Entry Date: 3/24/99 12:37:18 AM

>>

>>>This reply was received on the YourComments.com web site

>>

>>>You may view this reply by going to the following address:

>>>http://www.yourcomments.com/commentdetail.asp?comment_id=89

>>

>>*****

>>>Thank you for using YourComments.com!

>>

>>><http://www.yourcomments.com>

>>

>>

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[Forward](#)
[Stop](#)
[Refresh](#)
[Home](#)
[Search](#)
[Favorites](#)
[History](#)
[Channels](#)
[Full Screen](#)
[Mail](#)
[Print](#)
[Edit](#)

Address: <http://www.yourcomments.com/best.asp>

Your Comments.com™
The Customer Service Portal™

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[Ranking](#)
[Search](#)
[Help](#)
[News/Chat](#)
[Site Map](#)

Top 10 Most Praised Companies

This list represents the Top 10 Most Praised Companies based upon input on the YouComments.com site.

Note: Since we have just started collecting comments, some companies may appear in both the Most Praised and Most Complained About categories at this time. Remember, a positive number indicates positive comments and a negative number indicates negative comments. We encourage you to enter comments, compliments and complaints yourself!

RANK	COMPANY	RESPONSES	COMPLAINTS	AVG. RATING
1	YouComments.com	2		20
2	Lillian Vernon Corp.	1		-5

Rating Table

AVE. RATING	DESCRIPTION
10	Strong Praise

TrustPoints

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Feedback, Rating & Trust for E-Business™

[Sample TrustPoints](#) | [License Agreement](#)

How to Join the TrustPoints™ Program - For Individual Merchants (Including auction buyers and sellers)

Before we can issue the TrustPoints mark, you must register with us to provide us with your contact information so that we can provide you with your login information in order to access the system. You must also read and accept the terms of the License Agreement. During this Early Adopter Program period we are waiving the Annual License Fee of \$70 - so the service is FREE! Please complete the following steps:

STEP 1. Register your Company

Registration gives us the information we need in order to be able to forward feedback received on the TrustPoints.com site directly to you in real-time. This gives you the opportunity to respond to

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For Buyers & Sellers

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[Our Licensees](#)

Internet zone

TrustPoints

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Feedback, Rating & Trust for E-Business™

Registration

Buyer/Seller Registration

By registering you will have access to the following features:

Sellers

- Promote your Auctions and other sales by joining the TrustPoints Program
- Promote your business via a personalized home page
- Differentiate from other sellers by placing the TrustPoints logo in your auction listings, classified listings, or on your web page
- Collect feedback in a single location
- Respond to feedback you have collected
- Add or update your own Company Information in our database
- Monthly Newsletter

Buyers

- TrustPoints is a single place to view seller feedback across multiple auction sites
- Enter feedback about a seller and, optionally, have the feedback e-mailed to the seller for them to respond
- Monthly Newsletter

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Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.trustpoints.com/ip_dev/coregistration.asp?search=y

TrustPoints

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Feedback, Rating & Trust for E-Business™

Buyer/Seller Information

Fields indicated with an asterisk (*) are required to send this form.

* Company Name

Company URL

* Company E-Mail

Note: The e-mail address that you enter above will be used to send user feedback to you.

Buyer/Seller Contact Information

Fields indicated with an asterisk (*) are required to send this form.

* First Name

* Last Name

Title

Address

Address



Internet zone

TrustPoints

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Feedback, Rating & Trust for E-Business™

TrustPoints™ Member Options

Welcome Nick Evans (nevans)

Profile Information

Edit Your Personal Profile

Choose this option in order to update your contact information and preferences.

Change Password

Choose this option in order to change your password.

Edit Company Profile

Choose this option in order to update your company information including web site address, customer support e-mail, and phone and fax numbers. We use this information to forward our customer comments to you.

TrustPoints Information

TrustPoints Membership

Choose this option to check your current TrustPoints™ membership details.

TrustPoints

Choose this option to view your current TrustPoints™ Rating.

Personal Home Page

Edit Home Page

Choose this option to create and edit your personal home page

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.trustpoints.com/tp_dev/viewcomments.asp?company_id=14

TrustPoints

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Feedback, Rating & Trust for E-Business™

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TrustPoints™ Membership Status

Your membership is not currently activated. If you have already sent in your invoice and payment then your application may still be in process.

File Edit View Go Favorites Help



Address http://www.trustpoints.com/tp_dev/tpmembership.asp

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Feedback, Rating & Trust for E-Business™

TrustPoints Membership Detail

[Return to Menu](#) | [Logout](#)

TrustPoints™ Membership Status

Your membership is currently active with the following effective start and end dates:

Effective Start Date 6/19/99 12:48:59 AM

Effective End Date 6/19/00 12:48:59 AM

Displaying the TrustPoints Logo in your Auction Listings

To display your membership in the TrustPoints™ Program, follow the steps outlined below:

Step 1: Simply incorporate the following two lines of HTML code within your auction listings so we can display your current TrustPoints™ level

```
<a href="http://www.trustpoints.com/trustpoints.asp?member_id=105">
```



Home Enter Feedback View Feedback Ranking Search Help News/Chat Site Map

Feedback, Rating & Trust for E-Business™

This is to confirm that NEVANS is a member of the TrustPoints™
 Rating System.

Member of
 TrustPoints™
 Member Since 6/19/99

This is a universal feedback system that spans the web. It includes online merchants with their own web sites plus individual sellers such as those who participate in eBay and Amazon auctions. Any online merchant may participate in the program. To join, choose [Join the TrustPoints System](#)

This list represents the current TrustPoints™ rating for nevens based upon input on the TrustPoints.com site. If you have been a customer of NEVANS and would like to leave comments or feedback please choose [Enter Feedback](#).

COMPANY	RESPONSES	TOTAL RATING	AVG. RATING
Michelle's Antiques	150	1125	7.50

Average Rating Table

AVG. RATING	DESCRIPTION
10	Strong Praise
5	Moderate Praise
0	Comment
-5	Moderate Complaint
-10	Severe Complaint

TrustPoints Rating Table

TOTAL RATING	DESCRIPTION
1000+	Platinum
500 to 999	Gold
250 to 499	Silver
100 to 249	Bronze
0 to 99	Rookie

FIG. 9g

TrustPoints

Home Enter Feedback View Feedback Ranking Search Help News/Chat Site Map

Feedback, Rating & Trust for E-Business™

View Comments (Sample Page)

Company	Rating	Subject	Username	Entry Date
Michelle's Antiques	1 - Strong Praise	Smooth transaction, good packing	antique1	4/4/99 12:12:12 AM
Michelle's Antiques	1 - Strong Praise	Quick, efficient and just as described	ebuyer	4/3/99 2:04:20 PM
Michelle's Antiques	1 - Strong Praise	Excellent packaging!	boatfloat	4/3/99 2:02:36 PM
Michelle's Antiques	1 - Strong Praise	Good communication, quick payment	eseller	3/24/99 1:02:12 AM
Michelle's Antiques	1 - Strong Praise	Prompt, pleasant to do business	babyd	3/23/99 1:03:45 AM
Michelle's Antiques	1 - Strong Praise	Fine transaction	mke	3/22/99 11:09:27 PM

☐ YourComments.com Logo

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Thank you for using YourComments.com!

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Use of this Web site constitutes acceptance of the YourComments.com [User Agreement](#). To read our Privacy Policy, click [here](#).

663330" 56471660

200

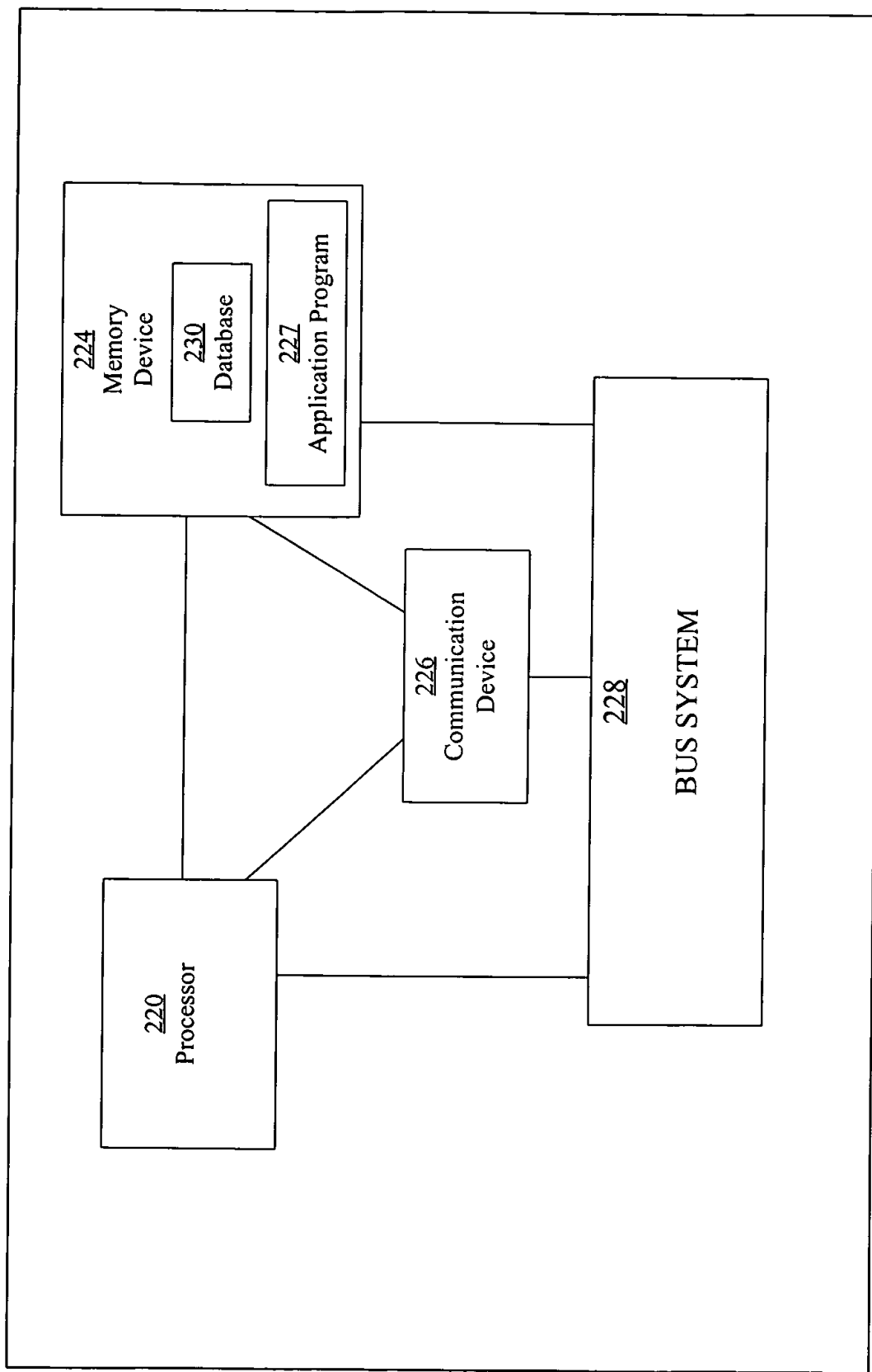


FIG. 10

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